

Random Moment Time Study

Frequently Asked Questions for SBCH RMTS Coordinators

How long is a moment?

A moment = 1 minute. Indicate only what they were doing for that 1 minute, not for the time before or after the moment.

How long does the participant have to answer their moment?

The grace period is two school days (48 hours); this does not include weekends and holidays.

If the time study participant is not scheduled to work or is not in the school at the time of their moment, do they still need to complete it?

Yes, it is necessary that they complete their moment and answer it accordingly, even if it occurred when they were not working, or were traveling. They do not have to be on a computer at the moment. But they do need to complete their moment within the two school day grace period. If they were not scheduled to work, have them select: 'Sick, personal or vacation time - paid time off' or 'Not scheduled to work - non paid time off' for the first answer, then 'Not Applicable' for the next two.

What should they do if they can't find an answer that matches their activity?

Remind them to use the scroll bar to review all the options available for them to choose from. If none of the options fit their activity, please instruct them to select: 'Other activities not listed above' where a text box will be provided for them to type their answer.

What if the participant was not working at the time of their moment and does not return until after the moment has expired, how should we handle this?

If the time study participant is out sick unexpectedly or has some other unplanned absence from work, you must send UMMS an email (to schoolbasedclaiming@umassmed.edu) within 2 school days from the moment's expiration date explaining the situation. Otherwise the moment will be counted as a non-response.

What should I do if a participant isn't receiving their email notifications/reminders?

Any technical difficulties, such problems with emails, should be referred to UMMS as soon as possible, but prior to the moment's expiration. Failure to notify UMMS of any issues preventing a participant from responding to their moment prior to the moment's expiration will result in the moment being counted as a non-response.

What should I do if a participant is having difficulty completing the required training?

Any technical difficulties, such problems with the online training, should be referred to UMMS as soon as possible, but prior to the moment's expiration. Failure to notify UMMS of any issues preventing a participant from responding to their moment prior to the moment's expiration will result in the moment being counted as a non-response.

What should I do if a participant has lost their password or is having other difficulty logging into the RMTS system?

Any technical difficulties, such problems logging in, should be referred to UMMS as soon as possible, but prior to the moment's expiration. Failure to notify UMMS of any issues preventing a participant from responding to their moment prior to the moment's expiration will result in the moment being counted as a non-response.